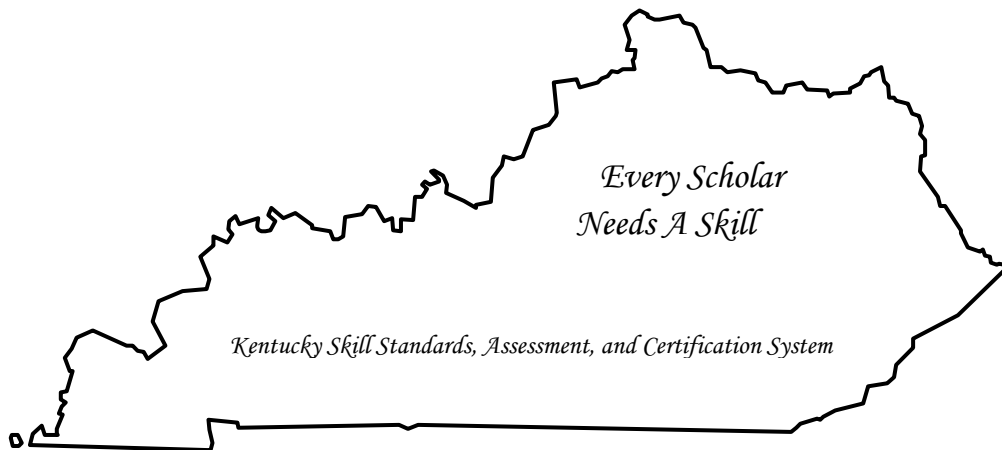


Kentucky Communications Skill Standards



Established by the Communications Skill Standards Task Force

Revised
July 2002

ACKNOWLEDGMENTS

As Project Coordinator for the Communications Skill Standards Project, I have been privileged to work with outstanding Business and Industry Representatives and teachers from secondary industrial technology education programs across the state. These teachers represent area technology centers, high school programs, and locally operated vocational centers. This group has reviewed, endorsed, edited, rewritten, and revised documentation relating to this skill standards projects.

The mission of the Communications Skill Standards Task Force was to develop a “user-friendly” document that would serve as a tool for instruction for all industrial technology education teachers. Our hope is that schools/teachers will use this document as a framework for further curriculum development. Future plans for the Task Force will include regular reviews and updates to the document as other career major areas are implemented.

A project of this significance relies heavily on the support and cooperation of many. The state effort could not have been accomplished without the persistence and guidance from Pamela Moore, State Skill Standards Project Director, and Mikala Rahn, national consultant for the effort. On behalf of the Kentucky Department of Education, Division of Career and Technical Education, I would like to acknowledge the support of the Communications Skill Standards Task Force and the contribution they made to this project. The following persons served on this task force:

James Speller, Southside Center for Applied Technology
David Dailey, Eastern Kentucky University
Fred Knickerbocker, Department for Technical Education
Paul Turner, Kentucky Tech Lexington
Susan Potter, Chapman Academic Vocational School
Ed Reesor, Bullitt Co. Area Technology Center

The following business and industry representatives assisted with the development and/or review of the project and have endorsed the attached standards:

David Weller, Bellsouth
Thomas Kelly, Publisher's Printing
Paul Witten, Radio Shack

With Many Thanks,

Larry Helphinstine, Industrial Technology Education Consultant
Kentucky Department of Education
Division of Career and Technical Education

INTRODUCTION

Communications Career Cluster Core

In 1990, the Kentucky Education Reform Act (KERA) academic goals outlined what every student in Kentucky schools should know and be able to do. In 1999, Kentucky began the Kentucky Communications Skill Standards that answers the question: “What does a worker need to know and be able to do to contribute to the safe and effective delivery of communications occupations and related occupations?” The standards inform current and future communications employers; employees and educators about what skills and knowledge workers need in order to succeed—in a job, a life-long career and as in the role of wage earner.

The need for development of skill standards originated at a summit called by the National Governors Association, the Education Commission of the States and the president of IBM Corporation. The focus of this summit looked at how standards for education and technology could be developed across the country to increase student achievement. As a result, Governor Paul Patton directed the Workforce Development Cabinet and the Department of Education to work on three objectives:

- Give more value to student work in high schools
- Utilize standards to reflect high expectations
- Apply performance (skill) standards to occupations

The challenge of communications is the promise of the information age. The pace of technology development, the convergence of technologies, the continuous learning required of the information worker, the insatiable demand of consumers makes this a most challenging industry in which to be involved. Information has become the lifeblood of the modern society. The challenge is to prepare people for this brave new world.

The communication industry is one of the fastest growing industries in the United States. Like other industries, the communications field offers a variety of high quality jobs and opportunities to youth in choosing as a career path. However, this field is experiencing a major shortage of quality workers in all areas of the industry. The purpose of these standards is to provide a common framework of basic skills needed for all individuals entering the field of communications. With the attainment of these skills there are several avenues available for students to pursue their careers including internships, cooperative experiences, entry-level employment and post secondary educational opportunities.

These standards are derived from the input of the Communications Industry Task Force and will be part of the Kentucky Skill Standards, Assessment and Certification System.

Preparation for Tomorrow's Workforce

Carl D. Perkins Vocational and Technology Act of 1990 mandates broad vocational, rather than job-specific, training and an integration of academic and vocational content. The Act requires programs to provide students with a general understanding of “all aspects of an industry.” More recently, the first of the five Indicators of Performance in the new Perkins legislation addresses “student attainment of challenging state-established academic and vocational/technical skill proficiencies.”

Skill Standards are the performance specifications that identify the knowledge, skills and abilities, and individual needs to succeed in the workplace. Identifying the necessary skills is

critical to preparing students for entry into employment. Skill standards provide a common vocabulary to enhance communication between:

- Employers and Job Seekers—to specify the knowledge, skills, aptitudes and attitudes required for recruitment, hiring, and retention in a company or within an industry.
- Employers and Schools or Job Training programs--to encourage the alignment of school curricula with industry requirements, to update educational objectives as workplace demands change, and to ensure a better return on public and private education and training investments.
- Employers or Job Seekers and Schools or Job Training Programs--to help employees and job seekers make decisions about their own education and training needs in a changing market place.

In the most successful workplaces, the only constant is change. Jobs that were previously simple now require high performance work processes and enhanced skills in order to compete globally. Skill standards reflect these changing workplace realities and are keys for helping applicants and employers enjoy greater career opportunities and achieve higher standards of living and economic security.

Kentucky's Certification System

Skill standards are important today to educators, employers, and students who desire jobs after graduation from high school. The Division of Career and Technical Education, in conjunction with employers from the transportation industry, are working together to develop a system to certify that students have attained the necessary skills for employment. The first step in developing this system was the development or adoption of skill standards that describe the necessary occupational, academic and employability skills needed to enter the industry. Mastery of these standards would signal to employers that the student is employable and ready to begin employment with the industry.

In order to insure that students in fact attained the necessary skills described in the standards document, students will take an assessment based on the standards. The assessment system includes two components:

Multiple-choice questions specifically testing the mastery of the Skill Standards; and

Problem-based scenario to test the students problem solving and decision-making skills related to their occupational standards.

Students that pass each of the components at a percentage previously set, will receive an industry recognized certificate to provide to employers communicating their mastery of the standards.

Program for Industrial Technology Education Communications Skill Standards

Students should complete courses from the secondary Industrial Technology Education Communications Cluster curriculum. This curriculum is aligned with comparable courses from the Kentucky Tech Curriculum. There are four Career Clusters: Transportation Technology, Manufacturing Technology, Construction Technology, and Communications Technology. Courses under each major must also be in the Kentucky Program of Studies or comparable

courses from the Kentucky Tech Curriculum. In order to be successful on the Skill Standards assessment, students should complete a minimum of three credits from the following courses or comparable Kentucky Tech courses: Desktop Publishing Technology, Printing Technology, Visual Communication Art, Communications Electronics, Computer Aided Drafting, Computer Systems Technology, Multimedia Technology, and Telemedia Technology.

The Kentucky Communications Core Skill Standards can be used as a framework for linking academic curricula to actual teaching practices, school to work, secondary education to post-secondary education, and students to their community. These connections will strengthen the communications industry.

SkillsUSA VICA incorporates academic, employability, and occupational skill standards into the competitive events program at the regional, state and national levels.

The Skill Standards Document describes the skill standards to be assessed in the certification process. Current curriculum in Industrial Technology Education offered in your school should be aligned to these standards. A crosswalk shows the relationship between the Communications core skill standards, Kentucky academic expectations, and the Secretary's Commission on Achieving Necessary Skills (SCANS). SCANS was developed by the U.S. Department of Labor in 1991 with the involvement of employers from all across the nation. They describe the necessary foundation skills and competencies necessary to succeed in the workplace. The Kentucky Workforce Roundtable and other organizations have adopted the employability skills to communicate the needs of industry to schools.

For more information about the skill standards, crosswalks or certification system for Industrial Technology Education, please contact:

Larry Helphinstine, Ph.D.
Program Consultant
Kentucky Department of Education
Division of Career and Technical Education
2122 CPT, 500 Mero Street
(502) 564-3772
lhelphin@kde.state.ky.us

COMMUNICATIONS SKILL STANDARDS

	ACADEMIC STANDARDS
AA	Math and Measurement
AA001	Demonstrate addition, subtraction, multiplication, and division of whole numbers, decimals, fractions with and without the use of a calculator.
AA002	Measure with English and Metric devices.
AA003	Work with ratios and proportions.
AA004	Convert between US and metric measurement systems.
AB	Verbal and Written Communications
AB001	Read and process information and follow instructions.
AB002	Use correct grammar.
AB003	Use correct spelling.
AB004	Demonstrate basic written communications skills with accuracy, conciseness, and clarity.
AB005	Organize and deliver a persuasive oral presentation.
AB006	Demonstrate effective interpersonal communications.
AB007	Write the steps of a work process using sentences as appropriate.
AC	Business Planning and Operations
AC001	Identify the organizational need for profit.
AC002	Identify ways to make the organization more profitable.
AC003	Explain the effects of quality on profit.
AC004	Identify the effects of continuous quality improvement.
AD	Teamwork
AD001	Demonstrate the characteristics of a team player.
AD002	Contrast the role of a team with the role of an individual.
AD003	Identify and demonstrate basic leadership skills.
AD004	Demonstrate knowledge of conflict resolution techniques.
	EMPLOYABILITY STANDARDS
EA	Workplace Responsibilities - <i>Measurable</i>
EA001	Demonstrate the ability to work as a team member.
EB	Workforce Issues - <i>Measurable</i>
EB001	Identify the characteristics of a team workplace.
EB002	Identify the characteristics of a diverse workforce.
EB003	Demonstrate ethical characteristics and behaviors.
EB004	Demonstrate truthfulness in all communications with co-workers and supervisors.
EB005	Define discrimination, harassment and equity.
EB006	Demonstrate non-discriminating, non-harassing, and equitable behaviors.
EB007	Maintain confidentiality and sensitivity of company information.
EB008	Demonstrate regular attendance and punctuality.
EB009	Demonstrate appropriate dress and hygiene for successful employment.
EB010	Demonstrate the ability to act in a polite and professional way toward co-workers.
EB011	Demonstrate the ability to complete tasks on time and accurately.
EB012	Prepare a resume and letter of application.
EB013	Participate in an employment interview.
EB014	Follow directions and procedures.
EB015	Plan and organize work.
EB016	Demonstrate problem-solving techniques.
EB017	Identify opportunities for applying problem-solving techniques.
EB018	Implement new process steps given oral instructions.
EB019	Accept constructive criticism with a positive attitude.
EB020	Work with minimal supervision.
EC	Workplace Responsibilities - <i>Observable</i>
EC001	Assume responsibility for decisions and actions.
EC002	Demonstrate a willingness to learn.
EC003	Demonstrate the ability to work as a team member.
EC004	Display initiative.
EC005	Demonstrate the characteristics of a dependable worker.
EC006	Exhibit pride in work.
ED	Workforce Issues - <i>Observable</i>
ED001	Demonstrate ethical characteristics and behaviors.

COMMUNICATIONS SKILL STANDARDS

ED002	Demonstrate non-discriminating, non-harassing, and equitable behaviors.
ED003	Demonstrate regular attendance and punctuality.
ED004	Demonstrate appropriate dress and hygiene for successful employment.
ED005	Demonstrate the ability to act in a polite and professional way towards co-workers.
ED006	Demonstrate the ability to complete tasks on time and accurately.
ED007	Accept constructive criticism with a positive attitude.
ED008	Demonstrate truthfulness in all communications with co-workers and supervisors.
ED009	Demonstrate a willingness to learn new skills and behaviors.
ED010	Plan and organize work.
ED011	Work with minimal supervision.
OCCUPATIONAL STANDARDS	
OA	Workforce Issues - Measurable
OA001	Demonstrate safe, careful use, treatment and maintenance of tools, equipment, and machines.
OA002	Analyze, organize and develop concepts into practical applications.
OA003	Demonstrate an understanding of the accountability of company materials and equipment.
OA004	Organize workflow logically (information, materials, and procedures).
OB	Workplace Safety and Health - Measurable
OB001	Follow theft and security procedures.
OB002	Identify emergency, safety and health rules/procedures.
OB003	Identify hazardous substances in the workplace.
OB004	Demonstrate an understanding of MSDS sheets (Material Safety Data Sheets).
OB005	Identify immediate and real costs of an accident.
OB006	Identify methods of preventing accidents in the workplace.
OB007	Assume responsibility for the personal safety of self and others.
OB008	Comply with established safety practices.
OB009	Identify fire exits and fire-fighting equipment.
OB010	Maintain a clean and safe work facility.
OB011	Report unsafe practices to appropriate personnel.
OC	Computer Use - Measurable
OC001	Demonstrate knowledge and understanding of basic Input/Output devices such as keyboards, video monitors, scanners, printers and peripherals.
OC002	Demonstrate keyboarding operations and care of computer equipment.
OC003	Demonstrate the use of industry-accepted software applications (word processing, database, spreadsheet, presentation).
OC004	Demonstrate the use of the internet as an electronic research tool.
OC005	Demonstrate an understanding of network interconnectivity (ISP's - Internet Service Providers; LAN's - Local Area Networks; WAN's - Wide Area Networks)
OD	Business Planning and Operations - Measurable
OD001	Identify the components that lead to customer satisfaction.
OD002	Identify possible actions that may lead to customer dissatisfaction.
OD003	Identify possible actions that may be used to correct customer dissatisfaction.
OD004	Identify the ways that customer satisfaction influences a business reputation.
OE	Workforce Issues - Observable
OE001	Demonstrate basic hand-eye coordination skills.
OE002	Demonstrate the ability to perform quality work.
OE003	Demonstrate a mechanical aptitude.
OE004	Demonstrate an ability to remain focused on a task.

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards

Kentucky Academic Expectations

SCANS

	ACADEMIC STANDARDS				
AA	Math and Measurement				
AA001	Demonstrate addition, subtraction, multiplication, and division of whole numbers, decimals, fractions with and without the use of a calculator.	2.7 2.8	Number Mathematical Procedure	F3	Arithmetic
AA002	Measure with English and Metric devices.	2.9 2.10 5.1	Space and Dimensionality Measurement Critical Thinking	F3 F12	Arithmetic Reasoning
AA003	Work with ratios and proportions.	2.7	Number	F3 F4	Arithmetic Mathematics
AA004	Convert between US and metric measurement systems.	2.7 2.8 2.10	Number Mathematical Procedure Measurement	F3 F4 F9 F12	Arithmetic Mathematics Problem Solving Reasoning
AB	Verbal and Written Communications				
AB001	Read and process information and follow instructions.	1.1 1.2 1.11 1.12 5.4	Accessing Sources of Information Reading Writing Speaking Decision Making	C5 C7 F1 F8 F9 F12	Acquires and Evaluates Information Interprets and Communicates Information Reading Decision Making Problem Solving Reasoning
AB002	Use correct grammar.	1.11	Writing	F2 F6	Writing Speaking
AB003	Use correct spelling.	1.11	Writing	C7 F2	Interprets and Communicates Information Writing
AB004	Demonstrate basic written communications skills with accuracy, conciseness, and clarity.	1.11	Writing	C6 C7 F2 F12	Organizes and Maintains Information Interprets and Communicates Information Writing Reasoning
AB005	Organize and deliver a persuasive oral presentation.	1.11 1.12 5.3	Writing Speaking Conceptualizing	C6 C7 F6	Organizes and Maintains Information Interprets and Communicates Information Speaking
AB006	Demonstrate effective interpersonal communications.	1.11 1.12 2.36 4.1 4.3	Writing Speaking Career Path Interpersonal Skills Consistent, Responsive, Caring Behavior	C7 F2 F6	Interprets and Communicates Information Writing Speaking
AB007	Write the steps of a work process using sentences as appropriate.	1.2 1.3 1.4 1.11 5.3	Reading Observing Listening Writing Conceptualizing	C5 C6 C7 F2 F10	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Writing Seeing Things in the Mind's Eye

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations			SCANS
AC	Business Planning and Operations				
AC001	Identify the organizational need for profit.	2.18	Structure and Function of Economic System	C2 C7 C15	Allocates Money Interprets and Communicates Information Understands Systems
AC002	Identify ways to make the organization more profitable.	2.18	Structure and Function of Economic System	C2 C5 C6 C7 F7 F12	Allocates Money Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Creative Thinking Reasoning
AC003	Explain the effects of quality on profit.	2.18	Structure and Function of Economic System	C2 C7 F2 F6	Allocates Money Interprets and Communicates Information Writing Speaking
AC004	Identify the effects of continuous quality improvement.	2.18	Structure and Function of Economic System	C7 C15 F2 F6 F9	Interprets and Communicates Information Understands Systems Writing Speaking Problem Solving
AD	Teamwork				
AD001	Demonstrate the characteristics of a team player.	4.2	Productive Team Skills	C5 C7 C9 C15	Acquires and Evaluates Information Interprets and Communicates Information Participates Understands Systems
AD002	Contrast the role of a team with the role of an individual.	4.2 5.1	Productive Team Skills Critical Thinking	C5 C7 C9 C15 F9 F13 F14 F15	Acquires and Evaluates Information Interprets and Communicates Information Participates Understands Systems Problem Solving Responsibility Self-Esteem Social

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
AD003	Identify and demonstrate basic leadership skills.	4.1 4.2 4.4 4.5 5.4	Interpersonal Skills Productive Team Skills Rights and Responsibilities Multicultural Sensitivity Decision Making	C1 C2 C4 C5 C6 C7 C9 C10 C12 C13 C14 F6 F8 F9 F12 F13 F14 F16 F17	Allocates Time Allocates Money Allocates Human Resources Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Participates Teaches Others Exercises Leadership Negotiates to Arrive at a Decision Works with Cultural Diversity Speaking Decision Making Problem Solving Reasoning Responsibility Self-Esteem Self-Management Integrity/Honesty
AD004	Demonstrate knowledge of conflict resolution techniques.	2.16 2.26 2.32 4.1	Structure and Function of Social System Diversity Mental and Emotional Wellness Interpersonal Skills	C4 C6 C9 C10 C12 C13 C14 C15 F5 F6 F9 F13 F14 F15 F16 F17	Allocates Human Resources Organizes and Maintains Information Participates Teaches Others Exercises Leadership Negotiates to Arrive at a Decision Works with Cultural Diversity Understands Systems Listening Speaking Problem Solving Responsibility Self-Esteem Social Self-Management Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards

Kentucky Academic Expectations

SCANS

	EMPLOYABILITY STANDARDS				
EA	Workplace Responsibilities - <i>Measurable</i>				
EA001	Demonstrate the ability to work as a team member.	2.36 4.1 4.2 4.3 4.4 4.5 4.6 5.4	Career Path Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives Decision Making	C9 C14 F6 F9 F13 F16	Participates Works with Cultural Diversity Speaking Problem Solving Responsibility Self-Management
EB	Workforce Issues - <i>Measurable</i>				
EB001	Identify the characteristics of a team workplace.	2.16 2.17 2.32 2.36 4.1 4.2 4.3 4.4 4.5 4.6	Structure and Function of Social System Cultural Diversity Mental and Emotional Wellness Career Path Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives	C7 C9 C10 F13 F14 F15 F17	Interprets and Communicates Information Participates Teaches Others Responsibility Self-Esteem Social Integrity/Honesty
EB002	Identify the characteristics of a diverse workforce.	2.14 2.16 2.17 2.19 4.5	Democratic Principle Structure and Function of Social System Cultural Diversity Relationship of Geography to Human Activity Multicultural Sensitivity	C7 C9 C14 F13 F15 F16 F17	Interprets and Communicates Information Participates Works with Cultural Diversity Responsibility Social Self-Management Integrity/Honesty
EB003	Demonstrate ethical characteristics and behaviors.	2.14 2.16 2.28 3.6 4.5	Democratic Principle Structure and Function of Social System Second Language Proficiency Ethical Values Multicultural Sensitivity	C5 C7 C9 F13 F15 F16 F17	Acquires and Evaluates Information Interprets and Communicates Information Participates Responsibility Social Self-Management Integrity/Honesty
EB004	Demonstrate truthfulness in all communications with co-workers and supervisors.	3.6 4.4	Ethical Values Rights and Responsibilities	C16 F13 F15 F17	Monitors and Corrects Performance Responsibility Social Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EB005	Define discrimination, harassment and equity.	2.14 2.15 2.16 2.17 2.26	Democratic Principle Structure and Function of Political System Structure and Function of Social System Cultural Diversity Diversity	C14 F13 F14 F15 F17	Works with Cultural Diversity Responsibility Self-Esteem Social Integrity/Honesty
EB006	Demonstrate non-discriminating, non-harassing, and equitable behaviors.	2.14 2.15 2.16 2.17 2.26	Democratic Principle Structure and Function of Political System Structure and Function of Social System Cultural Diversity Diversity	C14 F13 F14 F15 F17	Works with Cultural Diversity Responsibility Self-Esteem Social Integrity/Honesty
EB007	Maintain confidentiality and sensitivity of company information.	2.14 2.16 5.4	Democratic Principle Structure and Function of Political System Decision Making	C5 C15 F13 F16 F17	Acquires and Evaluates Information Understands Systems Responsibility Self-Management Integrity/Honesty
EB008	Demonstrate regular attendance and punctuality.	2.36 3.1 4.4 5.1 5.4	Career Path Positive Growth in Self-Concept Task/Project Rights and Responsibilities Critical Thinking Decision Making	C1 C12 F8 F13 F16	Allocates Time Exercises Leadership Decision Making Responsibility Self-Management
EB009	Demonstrate appropriate dress and hygiene for successful employment.	2.30 2.31 3.2 3.5 4.4 5.1	Consumerism Physical Wellness Healthy Lifestyle Self-Control and Self-Discipline Rights and Responsibilities Critical Thinking	F7 F13 F14 F15 F16	Creative Thinking Responsibility Self-Esteem Social Self-Management
EB010	Demonstrate the ability to act in a polite and professional way toward co-workers.	2.28 2.31 4.4 5.1	Second Language Proficiency Physical Wellness Rights and Responsibilities Critical Thinking	C9 F5 F6 F13 F15 F17	Participates Listening Speaking Responsibility Social Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EB011	Demonstrate the ability to complete tasks on time and accurately.	2.36 2.37 3.1 3.3 3.4 3.5 3.7 4.2 4.4 5.1 5.2 5.5	Career Path Employability Skills Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn on One's Own Productive Team Skills Rights and Responsibilities Critical Thinking Creative Thinking Problem Solving	C1 C3 C5 C6 C15 C19 F8 F9 F12 F13 F16	Allocates Time Allocates Materials and Facility Resources Acquires and Evaluates Information Organizes and Maintains Information Understands Systems Applies Technology to a Task Decision Making Problem Solving Reasoning Responsibility Self-Management
EB012	Prepare a resume and letter of application.	2.37	Employability Skills	C6 C7 F2	Organizes and Maintains Information Interprets and Communicates Information Writing
EB013	Participate in an employment interview.	2.37	Employability Skills	C7 C9 F5 F6 F13 F14 F15	Interprets and Communicates Information Participates Listening Speaking Responsibility Self-Esteem Social
EB014	Follow directions and procedures.	1.2 1.3 1.4 1.14 2.36 3.3 3.4 3.7 5.1 5.3 5.4 6.1 6.3	Reading Observing Listening Music Career Path Adaptable and Flexible Resourceful and Creative Learn On One's Own Critical Thinking Conceptualizing Decision Making Applying Multiple Perspectives Expanding Existing Knowledge	C1 C5 C6 C15 C19 F12 F13 F16	Allocates Time Acquires and Evaluates Information Organizes and Maintains Information Understands Systems Applies Technology to a Task Reasoning Responsibility Self-Management

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EB015	Plan and organize work.	1.10 1.11 1.12 2.36 3.1 3.3 3.4 3.5 3.6 3.7 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Classifying Writing Speaking Career Path Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C1 C3 C4 C5 C6 C15 C16 C19 F1 F2 F3 F4 F5 F7 F8 F9 F12 F13 F16	Allocates Time Allocates Materials and Facility Resources Allocates Human Resources Acquires and Evaluates Information Organizes and Maintains Information Understands Systems Monitors and Corrects Performance Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Reasoning Responsibility Self-Management
EB016	Demonstrate problem-solving techniques.	1.1 1.5 1.6 1.7 1.8 1.9 2.1 2.2 2.3 2.29 2.36 3.4 3.7 4.2 5.1 5.2 5.3 5.4 5.5	Accessing Sources of Information Quantifying Computing Visualizing Measuring Mathematical Reasoning Nature of Science Activity Patterns Systems and Interactions Family Life and Parenting Career Path Resourceful and Creative Learn on One's Own Productive Team Skills Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving	C5 C6 C7 C8 C12 C15 C16 C17 F1 F2 F3 F4 F7 F8 F9 F10 F12 F13 F16	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Exercises Leadership Understands Systems Monitors and Corrects Performance Improves and Designs Systems Reading Writing Arithmetic Mathematics Creative Thinking Decision Making Problem Solving Seeing Things in the Mind's Eye Reasoning Responsibility Self-Management

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EB017	Identify opportunities for applying problem-solving techniques.	3.1 3.3 3.4 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C5 C6 C7 C8 C15 C16 C17 C19 C20 F7 F8 F9 F12 F13	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Understands Systems Monitors and Corrects Performance Improves and Designs Systems Applies Technology to a Task Maintains and Troubleshoots Technology Creative Thinking Decision Making Problem Solving Reasoning Responsibility
EB018	Implement new process steps given oral instructions.	1.12 2.1 2.3 2.36 2.37 4.2 4.5 4.6 5.1 5.2 5.3 5.4 5.5	Speaking Nature of Science Activity Systems and Interactions Career Path Employability Skills Productive Team Skills Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving	C3 C5 C6 C7 C15 C16 C17 C19 C20 F5 F7 F8 F9 F10 F12 F16	Allocates Materials and Facility Resources Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Understands Systems Monitors and Corrects Performance Improves and Designs Systems Applies Technology to a Task Maintains and Troubleshoots Technology Listening Creative Thinking Decision Making Problem Solving Seeing Things in the Mind's Eye Reasoning Self-Management
EB019	Accept constructive criticism with a positive attitude.	2.26 4.1 4.4 4.6	Diversity Interpersonal Skills Rights and Responsibilities Open Mind to Alternative Perspectives	C6 C7 C9 C12 C16 F5 F6 F11 F13 F14 F16	Organizes and Maintains Information Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Knows How to Learn Responsibility Self-Esteem Self-Management

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EB020	Work with minimal supervision.	2.26 3.3 3.4 3.5 3.7 4.4 5.4 6.1	Diversity Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One's Own Rights and Responsibilities Decision Making Applying Multiple Perspectives	C6 C7 C8 C9 C12 C16 C18 C19 F1 F2 F3 F4 F5 F7 F8 F9 F11 F12 F13 F16 F17	Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Participates Exercises Leadership Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Knows How to Learn Reasoning Responsibility Self-Management Integrity/ Honesty
EC	Workplace Responsibilities - Observable				
EC001	Assume responsibility for decisions and actions.	2.36 3.1 3.3 3.4 3.5 3.6 3.7 4.4 4.6 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Career Path Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Rights and Responsibilities Open Mind to Alternative Perspectives Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C5 C6 F13	Acquires and Evaluates Information Organizes and Maintains Information Responsibility

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EC002	Demonstrate a willingness to learn.	2.36 3.1 3.3 3.4 3.5 3.6 3.7 4.4 4.6 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Career Path Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Rights and Responsibilities Open Mind to Alternative Perspectives Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C9 F11 F12	Participates Know How to Learn Reasoning
EC003	Demonstrate the ability to work as a team member.	4.1 4.2 4.3 4.4 4.5 4.6 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C4 C9 C13 C14 F15	Allocates Human Resources Participates Negotiates to Arrive at a Decision Works with Cultural Diversity Social

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
EC004	Display initiative.	2.36 2.37 3.1 3.2 3.3 3.4 3.5 3.6 3.7 4.5 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Career Path Employability Skills Positive Growth in Self-Concept Task/Project Healthy Lifestyle Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Multicultural Sensitivity Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C12 C16 F13 F16	Exercises Leadership Monitors and Corrects Performance Responsibility Self-Management
EC005	Demonstrate the characteristics of a dependable worker.	2.36 3.1 4.4 5.1 5.4	Career Path Positive Growth in Self-Concept Task/Project Rights and Responsibilities Critical Thinking Decision Making	C1 C9 F13 F16 F17	Allocates Time Participates Responsibility Self-Management Integrity/Honesty
EC006	Exhibit pride in work.	2.36 3.1 4.1 4.2 4.3 5.2	Career Path Positive Growth in Self-Concept Task/Project Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Creative Thinking	F7 F14 F17	Creative Thinking Self-Esteem Integrity/Honesty
ED	Workforce Issues - Observable				
ED001	Demonstrate ethical characteristics and behaviors.	3.6 4.1 4.2 4.3 4.4 4.5 4.6 5.2	Ethical Values Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives Creative Thinking	C5 C6 C7 C9 F5 F6 F16 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Participates Listening Speaking Self-Management Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
ED002	Demonstrate non-discriminating, non-harassing, and equitable behaviors.	3.6 4.1 4.2 4.3 4.4 4.5 4.6 5.4	Ethical Values Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives Decision Making	C5 C6 C7 C14 F5 F6 F16 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Self-Management Integrity/Honesty
ED003	Demonstrate regular attendance and punctuality.	2.36 3.1 4.4 5.1 5.4	Career Path Positive Growth in Self-Concept Task/Project Rights and Responsibilities Critical Thinking Decision Making	C1 F8 F13 F16 F17	Allocates Time Decision Making Responsibility Self-Management Integrity/Honesty
ED004	Demonstrate appropriate dress and hygiene for successful employment.	2.30 2.31 3.2 3.5 4.4 5.1	Consumerism Physical Wellness Healthy Lifestyle Self-Control and Self-Discipline Rights and responsibilities Critical Thinking	F5 F6 F7 F15	Listening Speaking Creative Thinking Social
ED005	Demonstrate the ability to act in a polite and professional way towards co-workers.	3.6 4.4	Ethical Values Rights and Responsibilities	F8 F13 F14 F15 F16	Decision Making Responsibility Self-Esteem Social Self-Management
ED006	Demonstrate the ability to complete tasks on time and accurately.	2.36 2.37 3.1 3.3 3.4 3.5 3.7 4.2 4.4 5.1 5.2 5.5	Career Path Employability Skills Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One's Own Productive Team Skills Rights and Responsibilities Critical Thinking Creative Thinking Problem Solving	C1 C6 C15 F7 F14 F17	Allocates Time Organizes and Maintains Information Understands Systems Creative Thinking Self-Esteem Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
ED007	Accept constructive criticism with a positive attitude.	3.3 3.5 3.6 3.7 4.3 4.4 4.5 4.6	Adaptable and Flexible Self-Control and Self-Discipline Ethical Values Learn On One's Own Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives	C5 C6 C7 C9 C12 C16 F5 F6 F11 F13 F14 F16 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Know How to Learn Responsibility Self-Esteem Self-Management Integrity/Honesty
ED008	Demonstrate truthfulness in all communications with co-workers and supervisors.	3.6 4.4	Ethical Values Rights and Responsibilities	C9 F11 F13 F14 F15 F17	Participates Know How to Learn Responsibility Self-Esteem Social Integrity/Honesty
ED009	Demonstrate a willingness to learn new skills and behaviors.	1.16 2.36 3.3 3.4 3.5 3.6 3.7 4.1 4.2 4.3 4.4 4.5 4.6	Using Electronic Technology Career Path Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives	C9 F11	Participates Know How to Learn

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
ED010	Plan and organize work.	1.10 1.11 1.12 2.36 3.1 3.3 3.2 3.3 3.4 3.5 3.6 3.7 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Classifying Writing Speaking Career Path Positive Growth in Self-Concept Task/Project Adaptable and Flexible Healthy Lifestyle Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C1 C6 C15 F8 F9 F16	Allocates Time Organizes and Maintains Information Understands Systems Decision Making Problem Solving Self-Management
ED011	Work with minimal supervision.	2.36 3.3 3.4 3.5 3.6 3.7 4.1 4.2 4.3 4.4 4.5 4.6 5.1 5.2 5.3 5.4 5.5 6.1 6.2 6.3	Career Path Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Ethical Values Learn On One's Own Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking Creative Thinking Conceptualizing Decision Making Problem Solving Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	F8 F13 F16 F17	Decision Making Responsibility Self-Management Integrity/Honesty

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards

Kentucky Academic Expectations

SCANS

	OCCUPATIONAL STANDARDS				
OA	Workforce Issues - Measurable				
OA001	Demonstrate safe, careful use, treatment and maintenance of tools, equipment, and machines.	1.2 1.3 1.4 5.4	Reading Observing Listening Decision Making	C3 C5 C16 C20 F1 F5 F12 F13	Allocates Materials and Facility Resources Acquires and Evaluates Information Monitors and Corrects Performance Maintains and Troubleshoots Technology Reading Listening Reasoning Responsibility
OA002	Analyze, organize and develop concepts into practical applications.	1.2 1.3 1.4 2.31 5.1	Reading Observing Listening Physical Wellness Critical Thinking	C5 C6 C18 C19 F7 F9 F10 F12 F13	Acquires and Evaluates Information Organizes and Maintains Information Selects Technology Applies Technology to a Task Creative Thinking Problem Solving Seeing Things in the Mind's Eye Reasoning Responsibility
OA003	Demonstrate an understanding of the accountability of company materials and equipment.	1.1 1.2 1.3 1.4 2.32	Accessing Sources of Information Reading Observing Listening Mental and Emotional Wellness	C3 C17 F13 F16 F17	Allocates Materials and Facility Resources Improves and Designs Systems Responsibility Self-Management Integrity/Honesty
OA004	Organize workflow logically (information, materials, and procedures).	1.1 1.2 1.10 1.16 5.4	Accessing Sources of Information Reading Classifying Using Electronic Technology Decision Making	C1 C3 C5 C6 C7 C8 C15 C16 C18 C19 F1 F7 F8 F9 F10 F12 F13 F16	Allocates Time Allocates materials and Facility Resources Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Understands Systems Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Creative Thinking Decision Making Problem Solving Seeing Things in the Mind's Eye Reasoning Responsibility Self-Management

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards

Kentucky Academic Expectations

SCANS

OB	Workplace Safety and Health - <i>Measurable</i>				
OB001	Follow theft and security procedures.	1.2 1.3 1.4 2.31 2.34 3.6 4.4 5.1 5.4	Reading Observing Listening Physical Wellness Psychomotor Skills Ethical Values Rights and Responsibilities Critical Thinking Decision Making	F8 C9 F13	Decision Making Participates Responsibility
OB002	Identify emergency, safety and health rules/procedures.	1.2 1.3 1.4 2.31 2.34 3.6 4.4 5.1 5.4	Reading Observing Listening Physical Wellness Psychomotor Skills Ethical Values Rights and Responsibilities Critical Thinking Decision Making	C7 F8	Interprets and Communicates Information Decision Making
OB003	Identify hazardous substances in the workplace.	1.2 1.3 1.4 2.31	Reading Observing Listening Physical Wellness	C7	Interprets and Communicates Information
OB004	Demonstrate an understanding of MSDS sheets (Material Safety Data Sheets).	1.2 1.3 1.4 2.7 5.4	Reading Observing Listening Number Decision Making	C5	Acquires and Evaluates Information
OB005	Identify immediate and real costs of an accident.	1.2 1.3 1.4 4.4 5.1 5.5 6.1	Reading Observing Listening Rights and responsibilities Critical Thinking Problem Solving Applying Multiple Perspectives	C5 F9	Acquires and Evaluates Information Problem Solving
OB006	Identify methods of preventing accidents in the workplace.	1.2 1.3 1.4 2.1 2.31 5.5	Reading Observing Listening Nature of Science Activity Physical Wellness Problem Solving	F9	Problem Solving

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards			Kentucky Academic Expectations		SCANS
OB007	Assume responsibility for the personal safety of self and others.	2.31 3.5 3.6 4.1 4.2 4.3 4.4 5.1 6.1	Physical Wellness Self-Control and Self-Discipline Ethical Values Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Critical Thinking Applying Multiple Perspectives	C12 F9 F13	Exercises Leadership Problem Solving Responsibility
OB008	Comply with established safety practices.	2.31 3.5 3.6	Physical Wellness Self-Control and Self-Discipline Ethical Values	C9 F13	Participates Responsibility
OB009	Identify fire exits and fire-fighting equipment.	1.2 1.3 1.4	Reading Observing Listening	C6	Organizes and Maintains Information
OB010	Maintain a clean and safe work facility.	2.29 2.31 3.2 3.6 4.1 4.2 4.3 4.4	Family Life and Parenting Physical Wellness Healthy Lifestyle Ethical Values Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities	C16 F16	Monitors and Corrects Problems Self-Management
OB011	Report unsafe practices to appropriate personnel.	2.29 2.31 3.2 3.6 4.1 4.2 4.3 4.4	Family Life and Parenting Physical Wellness Healthy Lifestyle Ethical Values Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities	C9 F13	Participates Responsibility
OC	Computer Use - Measurable				
OC001	Demonstrate knowledge and understanding of basic Input/Output devices such as keyboards, video monitors, scanners, printers and peripherals.	1.2 1.3 1.4 4.1 5.4 6.1	Reading Observing Listening Interpersonal Skills Decision Making Applying Multiple Perspectives	C8 C15 C20 F8	Uses Computers to Process Information Understands Systems Maintains and Troubleshoots Technology Decision Making

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OC002	Demonstrate keyboarding operations and care of computer equipment.	1.2 1.3 1.4 4.1 5.4 6.1	Reading Observing Listening Interpersonal Skills Decision Making Applying Multiple Perspectives	C19 C20 F8	Applies Technology to a Task Maintains and Troubleshoots Technology Decision Making
OC003	Demonstrate the use of industry-accepted software applications (word processing, database, spreadsheet, presentation).	1.1 1.2 1.11 1.13 1.16	Accessing Sources of Information Reading Writing Visual Arts Using Electronic Technology	C8 C18 C19	Uses Computers to Process Information Selects Technology Applies Technology to a Task
OC004	Demonstrate the use of the internet as an electronic research tool.	1.1 1.2 1.13 1.16 3.3	Accessing Sources of Information Reading Visual Arts Using Electronic Technology Adaptable and Flexible	C8 C18 C19	Uses Computers to Process Information Selects Technology Applies Technology to a Task
OC005	Demonstrate an understanding of network interconnectivity (ISP's - Internet Service Providers; LAN's - Local Area Networks; WAN's - Wide Area Networks)	1.2 1.16 3.3	Reading Using Electronic Technology Adaptable and Flexible	C15	Understands Systems
OD	Business Planning and Operations - Measurable				
OD001	Identify the components that lead to customer satisfaction.	1.1 1.12 5.1	Accessing Sources of Information Speaking Critical Thinking	C11 F7	Serves Clients/Customers Critical Thinking
OD002	Identify possible actions that may lead to customer dissatisfaction.	1.2 1.3 1.4 4.1 5.1 6.2	Reading Observing Listening Interpersonal Skills Critical Thinking Developing New Knowledge	C11 F7	Serves Clients/Customers Critical Thinking
OD003	Identify possible actions that may be used to correct customer dissatisfaction.	1.2 1.3 1.4 1.11 1.12 4.1 5.1	Reading Observing Listening Writing Speaking Interpersonal Skills Critical Thinking	C11 C13 F7 F8 F9	Serves Clients/Customers Negotiates to Arrive at a Decision Creative Thinking Decision Making Problem Solving

Communications Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OD004	Identify the ways that customer satisfaction influences a business reputation.	1.2 1.3 1.4 1.11 1.12 3.6 4.1	Reading Observing Listening Writing Speaking Ethical Values Interpersonal Skills	C15 C16	Understands Systems Monitors and Corrects Performance
OE	Workforce Issues - Observable				
OE001	Demonstrate basic hand-eye coordination skills.	1.3 6.1 6.2 6.3	Observing Applying Multiple Perspectives Developing New Knowledge Expanding Existing Knowledge	C19	Applies Technology to a Task
OE002	Demonstrate the ability to perform quality work.	1.2 1.3 1.4 1.11 1.12 5.1	Reading Observing Listening Writing Speaking Critical Thinking	C19 F9 F13 F17	Applies Technology to a Task Decision Making Responsibility Integrity/Honesty
OE003	Demonstrate a mechanical aptitude.	1.3 2.7 2.8 2.9 2.10 2.11 2.12 2.13	Observing Number Mathematical Procedures Space and Dimensionality Measurement Change Mathematical Structures Data	C19	Applies Technology to a Task
OE004	Demonstrate an ability to remain focused on a task.	1.2 1.11 5.1	Reading Writing Critical Thinking	C9 F12 F13 F16	Participates Reasoning Responsibility Self-Management